

WANG

Printout

®

MAY, 1979 A quarterly newsletter from WANG LABORATORIES, INC. Lowell, MA 01851 VOL. IX NO. 2

## Third Quarter Revenues Up 61%

Revenues for the third fiscal quarter ended March 31, 1979 were \$82.2 million, an increase of 61% from the \$51 million reported for last year's third quarter. Net earnings were \$6,491,000, up 85% from the \$3,518,000 reported last year.

Revenues for the nine months ended March 31, 1979 were \$213.1 million, an

increase of 59% from the \$134.3 million reported for the similar period last year. Net earnings were \$16,343,000, up 86% from the \$8,765,000 reported last year.

The Company's new plant in Puerto Rico has become fully operational, and is now producing first quality products in good quantity.

## Word Processors for Caisse National du Credit Agricole

The French have a word for it. And before purchasing their Wang Word Processing Systems, Caisse National du Credit Agricole of Paris found the *word* getting out of hand. A worldwide banking institution employing over 60,000, Credit Agricole sought a solution to their staggering typing and text editing difficulties. Typical problems included frequent delays in the completion of reports, mediocre staff productivity and poor quality.

Credit Agricole needed a streamlined and more efficient method of producing documents. The solution for the International Administrative support group, located in a suburb of Paris, was a Wang Word Processing System WPS 20, with two workstations and a daisy wheel printer. For the General Inspection Service group, a WPS 25 with four workstations and two printers, was their choice. The workstations for both word processing systems have full AZERTY keyboards with French language keypads.

Document handling at Credit Agricole has undergone substantial improvements since the word processing systems were installed. When the manager in General Inspection was asked about System 25 performance, he said, "We are pleased with our Wang choice. It's easy to use and it has helped us to produce better quality reports with substantial cost savings." In addition to the expandability of their word processing system, the greatest benefits to Credit Agricole has been increased efficiency, and quality documents.



Feedback II — Service Questionnaire Enclosed

*Old building removed (top); work progresses on Wang's new 14 story Development Tower. (left)*



## Games Managers Play

At Georgia State University's Department of Quantitative Methods, Decision Science students are playing business games on a Wang PSC II computer to prepare for a future in management. SIMQ, one of the business simulation games, provides a competitive and dynamic environment for teaching decision making using quantitative techniques.

"The business simulation does not represent any particular industry, but includes features common to the industrial world," explained Dennis Grawoig, Chairman, Quantitative Methods Department at GSU.

To begin SIMQ, each company, or student management team, receives a number of management information reports and a newsletter, which is prepared daily by the faculty. Market prices, investment information, survey data, and crisis information — simulating a global economic environment — are included in the newsletter. "Teams begin the game with identical data. As each company team vies for dominance, there is a lot of competition and pressure," added Grawoig.



Decision Science Computer Laboratory

Sound like monopoly? Yes, somewhat, but an expanded version with teams of student managers making decisions. There is no dice throwing and little is left to chance. Written by the Decision Sciences faculty, SIMQ teaches a scientific approach to business problem solving. Students enjoy *gaming* as an effective learning method and find the PCS II easy to use. With a few strokes on the PCS II keyboard, decisions are put into the system and in moments the computer responds indicating the effects of the decision — the new rules of the game.

Georgia State University has one of the leading Decision Science programs in the nation, where today's students are being taught to solve the problems of tomorrow.

## Wang System Helps French's "Cut the Mustard"

There has never been...and probably never will be...a satisfactory way to meet the demands of an "I-needed-it-yesterday" workload.

But that's what's happening in the word processing center at the R. T. French Company in Rochester, New York. A major unit in Reckitt & Colman's \$250 million North American operation, the French Co. found the typing workload at the home office overwhelming.

"Prior to the installation of a Wang Word Processing System, WPS 30, the average turnaround time was two, sometimes three days for a typical project. Today, that same project is usually completed in one eight-hour day," said W.P. Wettergreen, manager of Administrative Services.

French's WPS 30 consists of six CRT-based workstations, three daisy-wheel printers, and a 10-million-character central processing unit.

According to Wettergreen, it took about a week for the first group of operator trainees to become "conversant with the equipment".

"Our Wang word processing system spans the full range of typical office typing applications. From preparing manuscripts and procedures requiring multiple revisions, to merging letters with address lists, to updating variously formatted purchase orders, our word processing system seems only limited by our own ingenuity," adds Wettergreen, "It's not so much a matter of having the capability to do something, but more a matter of spending the time to figure out how to do it. The system is really that flexible."

"Because of the Wang system's versatility," says Wettergreen, "we can now take on a wide variety of jobs we'd have never even attempted with the previous equipment (mag card and dual cassette). We now have the power of text manipulation. The system's editing capabilities are extensive and quick, but the best thing is that operators can actually see the edits they make displayed on the CRT screen."

For the future, the company is currently studying the possibility of adding telecommunications to its word processing system. Such a communications feature is also under consideration for data transmission between the word processing system and the mainframe computer.

That's how French has realized significant economies in office costs — "how they cut the mustard" so they say!

**Wang's Priority Maintenance Contract assures your system's productivity.**

**It's the only tool you need.**

For more information, check PMC on reader response coupon.



## An Answer to Rising Office Costs

An ever increasing number of companies has come to the shocking realization that office operating costs are continuing to rise without any meaningful increase in office efficiency. By providing a means to produce documents faster without sacrificing quality, word processing and office information systems have helped many executives drastically cut their office expenses.

Powerful editing features like inserting, deleting and moving text help operators save time producing original documents, and reduce the draft-correction time. With features like global search and replacement, every occurrence of a word or phrase in a document can be automatically found and changed in one simple and fast sequence. Heavy revisions on lengthy documents which previously took hours, can now be performed in minutes.

Companies that mail many standardized letters to clients benefit from merge and glossary features which allow them to store in memory "boilerplate" paragraphs and produce letters tailored to each customer. Individually addressed and typed, but not individually dictated.

Savings are also realized through a decrease in storage costs. CRT-based word processing and office information systems store documents on compact diskettes about the size of a 45 rpm record or on removable hard disk platters at a cost less than nine cents per page. One can store up to 120 pages on each archive and up to 200,000 on a removable disk (available only on office information systems) which dramatically reduces the file storage area needed in an office.

A sophisticated print technology produces high-quality documents at incredibly high speeds. For instance, daisy wheel printers produce typewriter-like quality documents three times faster than conventional typewriters and high speed draft printers, at the rate of 425 lines per minute. These printers work independently of the other devices on-line to the word processing or office information systems, freeing operators to do other tasks.

Today, companies can distribute documents anywhere in the world right from their workstation by using telecommunications.

Automated office equipment has provided the link to combine into one system most of the major office functions, including communications, text storage and retrieval, photocomposition, and a host of others.



*George Burck has a better idea.*

## The Physician's MIS

"The major problem common to all physicians is that they don't have enough time to keep up with their practice. Most spend far too much time on the business phase, because they know so little about it," emphasizes George Burck, President, Physicians Administrative Services, Inc. (PASI), Baltimore, Maryland.

Physicians are not always the best business people in the world. Through college and medical school, most have never taken a business course. And many have not learned the personnel, financial, and investment management skills needed to operate a private practice. "I wanted to provide a complete financial consulting services so that the physicians would be able to spend maximum time seeing patients, performing surgery, and teaching residents," added Burck.

The solution was simple: a terminal and printer at each physician's office, telecommunicated between PASI and each physician's office. In effect, this provides each physician with a personal, on-line, powerful computer at a low cost.

## We Try It Before You Buy It

Wang's Word Processing Center is more than the hub of our document production activity. It's often the first "real life" test site for new word processing products. This phase can affect a product's final design, operation and packaging.

A product manager installs a "brainchild" in the center, and operators perform routine tasks, relying on the new hardware or software, whenever appropriate. The product is used by many people, and in a variety of typical office situations.

Users report on the product's quality, recording details about ease of use, timing tests, service calls, etc. The supervisor

PASI's system is comprised of a Wang VS Computer with 128K memory, 10-megabyte hard disks, a 220 line per minute matrix printer, and three interactive video-display workstations. The basic configuration for a physician's office is a single workstation and printer, connected via telecommunications to PASI's VS. This is expandable to multiple printers and terminals to meet the size and demands of each practice.

Reports of accounts receivable, cash receipts, accounts payable, and cash flow can be viewed on the workstation screen, or obtained in hardcopy at the touch of a button. The VS easily provides printouts in the standard Blue Shield and Medicare format, incorporating the Universal AMA form for policy changes. Also, the VS will automatically update the corresponding customers records to reflect a new form or policy change," states Burck.

PASI prognosis is bright. As they grow, they plan to open up offices in different states. Burck predicts, "In each of these states, we'll have a central Wang VS computer with telecommunications between all of our clients, statewide." Thus far, they have had requests for service from as far away as Florida and Michigan.

relays the information to the product manager, who carefully evaluates all reports and individual comments. Most testing confirms that R & D did their homework, meeting comfort, convenience and performance requirements in the initial design.

However, if reports indicate some level of dissatisfaction, R & D goes back to the drawing boards for a better solution. Our customers can be assured that our products, from print wheels to multiterminal systems, are studied and evaluated in an environment that closely resembles their own.

## Letters to the Editor

As a Wang user, I think *Printout* is a good idea. How about including a short column where Wang users could advertise used equipment for sale and for Wang equipment wanted.

Bill Christiaanse  
Pyramid Associates  
325 E 72nd St.  
New York, NY 10021

Dear Bill,

Wang user societies, WSUS for computers and WOSUS for word processing already provide this service for their members. I hope you will contact them if you have a particular need. Thanks for the suggestion.

.....

We have just received our copy of your quarterly newsletter and would like to point out an error on page 1, November 1978.

Specifically, you refer to the "Largest Sale in Wang's History" and quote the \$1.2 million order from Lerner's Stores. I'm sure that the orders Wang have received from Hartley eclipse that figure. Possibly, then, some mention of Hartley's business with Wang should be made in an upcoming issue to correct the mistake.

Paul Dunn  
Marketing Manager  
Hartley Computer Pty. Ltd.

Dear Paul,

Thanks for the correction. The title should have read "Largest *Single* Sale..." I will be contacting you soon for more information on Hartley.

.....

## Notes from WSUS



Proceedings from the 6th WSUS Symposium have been printed and sent to all those who attended. Compiled in abstract form, the Proceedings are a synopsis of the sessions presented at the Symposium. For those wishing to order a copy, they are available at a cost of \$15.00 U.S. Please check the appropriate box in the readers response coupon.

### Library

The WSUS Program Library is being reorganized at this time. For ease of use, members may reference programs by topic and equipment type.

### Conference

The 1979 International Conference of Wang Users will be held in Boston on December 3-6, 1979. Again this year, WSUS and WOSUS will host a joint conference.

### Users Groups

"Starter Kits" for forming local users groups have been successfully tested in Anchorage, Alaska and Los Angeles, California. For those interested in forming a local users group and/or joining WSUS, please check the appropriate box on the reader's response coupon.

## WOSUS



In Chicago, Wang Word Processor Users are holding their first mini-symposium at the conclusion of IWPA syn-topican. The program includes an overview of the company's latest equipment announcements, and focuses on new products for word processing users. The other sessions will be applications oriented with emphasis on user interaction.

Registration will be limited, so mark the date on your calendar and contact Shirley Leney (617) 851-4111, ext. 2638 for further details.

DATE: June 21, 22, 1979

TIME: 4:30 pm Thursday

9:00 am Friday

PLACE: Palmer House Hotel  
Chicago, IL

## Feedback Surveys

We have received over 800 returns of Feedback I, our questionnaire on sales and marketing. A special thanks to all of you who responded. In the next issue of *Printout*, we will publish a summary of the data.

Included in this issue is Feedback II, a survey for our Customer Engineering Division. Again, we appreciate your cooperation, and your responses will be used to help us improve our service to you.

PRINTOUT

Reader Response Coupon

May, 1979

Please send me information on the following:

- |  |  |
|--|--|
| <input type="checkbox"/> WSUS "Starter Kit"      | <input type="checkbox"/> PMC                           |
| <input type="checkbox"/> WSUS Proceedings (\$15) | <input type="checkbox"/> Word Processing Product Guide |
| <input type="checkbox"/> WSUS Membership         | <input type="checkbox"/> Computer Product Guide        |
| <input type="checkbox"/> WOSUS Membership        |  |

Please contact me to arrange a sales appointment.

- |                     |  |        |   |
|---------------------|--|--------|---|
| I am interested in: | <input type="checkbox"/> system upgrade      | for a: | <input type="checkbox"/> VS                     |
|                     | <input type="checkbox"/> adding a new system |        | <input type="checkbox"/> 2200/WCS               |
|                     |  |        | <input type="checkbox"/> Word Processing System |

Materials will be sent to the address on the label. Mail to: Wang Laboratories, Inc., One Industrial Avenue, Lowell, MA 01851, or enclose this with your Feedback questionnaire.

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Lowell, MA 01851

Address correction requested

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